

restitution must cover all costs for aides, assistance, transportation and other hardships incurred during the absence, and until the replacement, of the service animal or service animal in training.

(Added to NRS by 1981, 1916; A 1987, 824; 1995, 1993; 1999, 2516; 2001, 2891; 2003, 2975; 2005, 628)

**NRS 426.800 Fraudulent acts: Penalty; presumption.**

1. Except as otherwise provided in NRS 426.461, a person who knowingly obtains or attempts to obtain, or aids or abets any person to obtain by means of a willfully false statement or representation or by impersonation, or other fraudulent device, services to which he is not entitled, or services greater than those to which he is entitled, with the intent to defeat the purposes of this chapter, is guilty of a gross misdemeanor.

2. For the purposes of subsection 1, if a recipient of services pursuant to the provisions of this chapter receives an overpayment for the third time and the overpayments have resulted from a false statement or representation by the recipient or from the failure of the recipient to notify the Bureau of a change in his circumstances which would affect the amount of services he receives, a rebuttable presumption arises that the payment was fraudulently received.

(Added to NRS by 1969, 483; A 1973, 1406; 1975, 1009; 1993, 1619; 1999, 1159)

**NRS 426.805 Fraudulent misrepresentation of animal as service animal or service animal in training unlawful; penalty.**

1. It is unlawful for a person to fraudulently misrepresent an animal as a service animal or service animal in training.

2. A person convicted of fraudulently misrepresenting an animal as a service animal or service animal in training is guilty of a misdemeanor and shall be punished by a fine of not more than \$500.

(Added to NRS by 2005, 626)

**NRS 426.810 Allowing dog or other animal to injure or kill service animal or service animal in training unlawful; allowing dog or other animal to endanger or injure person accompanied by service animal or service animal in training unlawful; penalties.**

1. It is unlawful for a person to allow a dog or other animal that he owns, harbors or controls to cause injury to or the death of any service animal or service animal in training, or to endanger or cause injury to a person who has a disability and is accompanied by a service animal or a person who trains service animals and is accompanied by a service animal in training.

2. Any person, including, without limitation, any firm, association or corporation, who violates the provisions of subsection 1:

(a) Is guilty of a misdemeanor and shall be punished by a fine of not more than \$500; and

(b) In addition to any criminal penalty that may be imposed, is civilly liable to the person against whom the violation was committed as provided in NRS 426.820.

3. In addition to any other penalty, the court shall order a person convicted of a violation of subsection 1 to pay restitution to the person who has the disability or the person who has custody or ownership of the service animal or service animal in training for any veterinary bills, and for the replacement cost of the service animal or service animal in training if it was killed or disabled or has become mentally or physically unable to perform its duties. The restitution must cover all costs for aides, assistance, transportation and other hardships incurred during the absence, and until the replacement, of the service animal or service animal in training.

(Added to NRS by 2003, 2973; A 2005, 629)

**NRS 426.820 Civil liability for engaging in certain prohibited acts concerning service animals or service animals in training.**

1. In addition to any criminal penalty that may be imposed, any person, including, without limitation, any firm, association or corporation, who violates the provisions of paragraph (a), (b) or (c) of subsection 1 of NRS 426.790 or subsection 1 of NRS 426.810 is civilly liable to the person against whom the violation was committed for:

(a) Actual damages;

(b) Such punitive damages as may be determined by a jury, or by a court sitting without a jury, which must not be more than three times the amount of actual damages, except that in no case may the punitive damages be less than \$750; and

(c) Reasonable attorney's fees as determined by the court.

2. The remedies provided in this section are nonexclusive and are in addition to any other remedy provided by law, including, without limitation, any action for injunctive or other equitable relief available to the aggrieved person or brought in the name of the people of this State or the United States.

(Added to NRS by 2003, 2973; A 2005, 629)

## Appendix U: Copies of Complaint Logs from 2002-2007

June 26, 2007

Marlene H. Dortch  
Office of the Secretary  
Federal Communications Commission  
445 12<sup>th</sup> Street, SW  
Room TW-B204  
Washington, DC 20554

Ms. Dortch:

Enclosed is the annual TRS complaint summary report for the State of Nevada. This report covers July 1, 2006 through May 31, 2007. An original and four copies are enclosed, as is the data on disk; an additional copy has been forwarded to Pam Gregory.

Please call me should you have any questions or further needs regarding this report. Thank you for your ongoing support of TRS.

Best regards,

Betty Hammond  
Relay Nevada

Cc: Pam Gregory

Annual Complaint Log  
Annual Complaint Summary  
&  
Annual Complaint Tally,  
by Category  
Nevada Relay  
June 2006 – May 2007

**NEVADA RELAY**  
**Annual Complaint Report**  
**June 2006 - May 2007**

For the period of June 1, 2006 through May 31, 2007, Sprint processed received a total of 13 customer complaints for TRS and CapTel. Complaints were filed with supervisors at one of the eleven Sprint TRS centers. All of these complaints were resolved in a timely fashion. None of these complaints were escalated for action to the State of Nevada or to the Federal Communications Commission.

Anecdotally, Relay Nevada staff provided various training related to outreach for relay and the appropriate use of relay, to include, but not limited to: Taste of Technology workshops, Wednesday Workshop for Consumers, Clark County School District Transition Day, Deaf Pride Day in Carson City, Observations TV/Radio outreach, and various Town Hall meetings.



**Sprint Nextel**  
4683 Chabot Drive  
Pleasanton, CA 94588  
Office: (925) 468-4344 Fax: (913) 523-1122  
VP: chameen.mysprint.tv

**Chameen Stratton**  
Program Manager  
Chameen.r.stratton@sprint.com

June 14, 2007

Betty Hammond  
Relay Administrator  
3656 Research Way, Suite 32  
Carson City, NV 89706

Re: In the Matter of Telecommunications Relay Services and Speech-to-Speech Services for Individuals with Hearing and Speech Disabilities, CG Docket No. 03-123

Dear Mrs. Hammond,

Sprint has provided you the following information to support your filing with the FCC for the State of Nevada:

- An annual Complaint Log which includes complaints received between June 1, 2006 and May 31, 2007 with the date of complaint, the nature of the complaint, the date of its resolution, and an explanation of the resolution.

As mandated by the Federal Communications Commission (FCC), Sprint has maintained a log of all consumer complaints that allege a violation of the federal minimum standards for Telecommunications Relay Services and is providing you with a summary to file with the FCC. You must reference to the CG Docket 03-123 in the subject line, as done above.

In its Public Notice, the FCC requests information concerning the total number of interstate relay calls by type. This information is not currently required by the Rules, and the FCC cannot impose additional reporting requirements absent a rulemaking and absent approval from the Office of Management and Budget. In fact, the staff has informed Sprint that the provision of call volume data will be voluntary. Thus, you are not required to provide the number of relay calls with your reports and your submission will be considered to be in compliance with the Rules without such information.

Sprint has decided to provide information to the FCC concerning the number of calls. However, Sprint will do so under seal since call volume information is proprietary and confidential. Sprint believes that the more relevant number for comparison with the total number of complaints is the total number of outbound calls.

Please note that for your state you must send (1) an original and four copies of the printed report and (2) an electronic copy of the complaint log on a CD (formatted in an IBM compatible format using Word 97 or compatible software) on or before Monday, July 2, 2007. These items should be sent to the Commission's Secretary (via US Postal Service, First Class Mail, Express Mail or Priority Mail):

Marlene H. Dortch,  
Office of the Secretary  
Federal Communications Commission  
445 12<sup>th</sup> St., SW, Rm TW-B204  
Washington, DC 20554

Please also note that your state is also encouraged to send an additional printed copy on or before July 2, to the Consumer & Governmental Affairs Bureau of the FCC to:

ATTN: Pam Gregory  
Federal Communications Commission  
Consumer & Governmental Affairs Bureau  
445 12<sup>th</sup> St., SW, Rm 3-C417  
Washington, DC 20554

Should you have any questions concerning this report, please contact me.

Sincerely,

A handwritten signature in black ink, appearing to read "Chatham" or "Chatham", with a long horizontal flourish extending to the right.

Chameen Stratton  
Program Manager

Attachments:

- 1) Log Sheets
- 2) CD

## Complaint Tracking for NV (06/01/2006-05/31/2007). Total Customer Contacts: 13

Nature of Complaint	Date of Resolution	Explanation of Resolution
Voice customer, a business owner, complained about an incoming call from Relay Nevada. Felt CA#7884 was unnecessarily rude and threatening. Customer was told the call was "legitimate" when he expressed he didn't accept relay calls on this emergency business line; CA responded, "Sir, sir, sir you're breaking the law!" Wants agent to be spoken to regarding "breaking the law."	04/14/07	Apologized to voice person, and team leader met with agent to review call procedures and talked about the importance of transparency. Understood.
Voice customer stated he kept asking the CA to repeat because she did not speak clearly and distinctively, but she ignored him.	04/09/07	Apologized to caller. No follow up requested. Agent is no longer employed.
Accuracy of captions.	04/04/07	CS Representative apologized for incidence and thanked customer for the feedback, saying the information would be shared with captioning service staff.
Voice customer called relay and got an agent who had such an attitude and was so smart to the person that she hung up without placing her call. This call happened today, 3/28/07, approximately 6:25 CST, (4:24 PDT).	03/28/07	Apologized to customer; customer did not request follow up.
Disconnect/reconnect during calls	03/19/07	Sent customer information explaining the difference between a relay phone and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent information to reduce their occurrence.
Voice caller said that CA cursed him out when he was talking to a TTY user, saying, "Shut the hell up and F... you."	03/10/07	CA's supervisor had a discussion with him regarding the incident. He had no recollection of. CA was coached on proper etiquette and in supervisor for any problem.
Service - General	03/05/07	Technical problem identified. Resolution provided by network.



VCO caller could not connect to her sister's phone number. A complaint was sent to MO to enter a trouble ticket. No follow up requested. Apologized and transferred the caller to regular voice relay operator.	01/22/07	Opened a trouble ticket for customer. No follow up necessary.
VCO customer requested to speak with a supervisor, saying that an agent did not follow her customer note instructions to not announce or explain relay. Customer said the agent asked her how she wanted the call announced. She also stated that she used relay for years and had never been asked before.	10/23/06	Explained that the agent followed proper procedure and offered to modify her customer note. The customer stated that she wanted higher levels and wished to continue with the call. No follow up necessary.
VCO caller complained that the "dumb relay agents" were hanging up on her, including a specific CA.	10/20/06	CA had not disabled Turbo Code per customer's instructions halfway thru the call. Coached agent on following customer instructions.
Customer said the agent started the call professionally but became gruff when pacing. Call ended without a proper agent close. Customer does not know ID number but wanted concerns known.	10/19/06	Apologized, but explained that without an ID number specifying the agent is not possible. Customer understood.
VCO-branded customer said that the VCO-dedicated line of (800) 326-4013 did not dial into relay when she dialed manually. Her light flashed rapidly but no macro appeared indicating the relay service answered. When she used 711, it worked fine. 711 it works fine but the 800 number does not work.	07/28/06	Thanked the customer for letting us know and reassured that a trouble ticket would be created. Call back requested; call made at 9:38 A.M. on 7/28/06. Account Manager called Embarg speaking with Curtis (Employee ID#07R). They found that there was a block on local calls, which included 800 numbers. The block was placed on the customer's account due to late payment, and was incorrect due to the spin off of Embarg. They said they would remove the block to the account. The block has been removed and the customer is now able to make toll free calls now. Embarg issued Ticket #123456789, a case, and a message was left on the customer's TTY answering machine.
VCO customer was somewhat frustrated by CA Placing her call, because she didn't understand why her call went directly to an answering machine. Customer felt she wasn't being informed of the call process and/or agent was not "placing the call"	07/14/06	Supervisor apologized for the inconvenience and offered to place the call. In placing the call, the same process happened. The customer understood what possible circumstances might lead the call to an answering machine. Agent followed proper protocol on the call and no follow up necessary.

## Appendix V: Copy of TRS RFP



**THE NEVADA STATE PURCHASING DIVISION  
IS SOLICITING PROPOSALS FOR  
Telecommunications Relay Services**

**REQUEST FOR PROPOSAL NO. 1346**

**DEADLINE FOR SUBMITTING QUESTIONS: August 27, 2003**

**DEADLINE FOR SUBMISSION AND OPENING DATE & TIME:  
November 21, 2003 @ 2:00 p.m.**

**Project Abstract:** The Nevada State Purchasing Division, on behalf of the State Office of Disability Services, is soliciting proposals for statewide, 24x7 Telecommunications Relay Services (TRS) for the fiscal year beginning July 1, 2004. TRS provides a platform to enable text telephone (TTY) and non-TTY users to communicate on the publicly switched telecommunications network. Through state-of-the art technology and highly-trained and skilled Communications Assistants, the awarded vendor's services will provide hearing or speech disabled individuals access to telecommunications that is functionally equivalent to that used by hearing people communicating by voice.

The actual RFP document consists of 51 pages.

**A copy of this Request for Proposal (RFP) may be obtained by any of the following methods:**

1. Retrieve the document from our Web Page at: <http://purchasing.state.nv.us/> and click on "Current Services RFP Opportunities". **You will be responsible for checking the web site for any amendments.**
2. E-Mail us at [srvpurch@purchasing.state.nv.us](mailto:srvpurch@purchasing.state.nv.us) and request a copy of the RFP be forwarded to you. Please include your company name, address, contact name, phone number and fax number. We will automatically send you any amendments or changes to the RFP.
3. Fill out this form and fax it back to us at (775) 687-1376. We will automatically send you any amendments or changes to the RFP.

Company Name: \_\_\_\_\_ Contact Name: \_\_\_\_\_

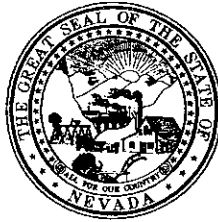
Phone No. \_\_\_\_\_ Fax No. \_\_\_\_\_

E-mail Address: \_\_\_\_\_

Address: \_\_\_\_\_ City: \_\_\_\_\_

State: \_\_\_\_\_ Zip: \_\_\_\_\_

**Preferred method for receiving documents?** \_\_\_\_\_ Fax \_\_\_\_\_ Mail \_\_\_\_\_ E-Mail \_\_\_\_\_



Division of Purchasing  
Request For Proposal No. 1346  
for

**Telecommunications Relay Service**

Release Date: July 31, 2003  
Deadline for Submission and Opening Date and Time: **November 21, 2003 @ 2:00 p.m.**

For additional information, please contact: Julie Butler  
Kimberlee Tarter, Purchasing Officer  
(775) 684-8676  
(TTY for the Hearing Impaired: 1-800-326-6868.  
Ask the relay agent to dial 1-775-684-8676/V.)

**See Page 28, for instructions on submitting proposals.**

Company Name \_\_\_\_\_ Contact Person \_\_\_\_\_

Address \_\_\_\_\_ City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Telephone (\_\_\_\_) \_\_\_\_\_ Fax (\_\_\_\_) \_\_\_\_\_ Federal Tax ID No. \_\_\_\_\_

E-Mail Address: \_\_\_\_\_

If applicable, Vendor's State of residence governmental preference \_\_\_\_\_

Prices contained in this proposal are subject to acceptance within \_\_\_\_\_ calendar days.

I have read, understand, and agree to all terms and conditions herein Date \_\_\_\_\_

Signed \_\_\_\_\_ Print Name & Title \_\_\_\_\_

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A Request for Proposals process is different from an Invitation to Bid. The State expects vendors to propose creative, competitive solutions to the agency's stated problem or need, as specified below. Vendors may take exception to any section of the RFP. Exceptions should be clearly stated in Attachment A (Certification of Indemnification and Compliance with Terms and Conditions of RFP) and will be considered during the evaluation process. The State reserves the right to limit the Scope of Work prior to award, if deemed in the best interest of the State NRS §333.350(1).

## 1. OVERVIEW OF PROJECT

The Nevada State Purchasing Division, on behalf of the State Office of Disability Services, is soliciting proposals for statewide, 24x7 Telecommunications Relay Services (TRS), called Relay Nevada, for the fiscal year beginning July 1, 2004. TRS provides a platform to enable text telephone (TTY) and non-TTY users to communicate on the publicly switched telecommunications network. Through state-of-the-art technology and highly-trained and skilled Communications Assistants, the awarded vendor's services will provide hearing or speech disabled individuals access to telecommunications that is functionally equivalent to that used by hearing people communicating by voice.

Through a current statewide surcharge of 8 cents per month per rate-payer wired access line, the State intends to award a three year contract to a single vendor, with two one-year extension options. Thus, a maximum of five years may be contracted for the provision of TRS, subject to budgetary approval by the Nevada Public Utilities Commission and final contract approval by the State Board of Examiners. *Neither an in-state service center nor a full-time account manager is requested from the awarded vendor.*

Billable session minutes of use have averaged 99,000 per month in recent months. Nevada wishes to continue purchasing TRS based upon the session minute.

## 2. ACRONYMS/DEFINITIONS

For the purposes of this RFP, the following acronyms/definitions will be used:

<b><i>Abandoned Call</i></b>	An incoming call reaching the relay center but not answered by a Communications Assistant. An abandoned call also can result from the calling person hanging up before the Communications Assistant answers the call.
<b><i>ASCII</i></b>	American Standard Code for Information Interchange is an 8-bit code and can operate at any standard Baudot rate including 300, 1200, 2400 and higher.
<b><i>ANI</i></b>	Automatic Number Identification
<b><i>ASA</i></b>	Average Speed of Answer. The time from which the inbound call reaches the Relay provider's switch until the time the call is delivered to an operator station. Abandoned calls are included in the calculation of ASA.
<b><i>ASL</i></b>	American Sign Language. ASL is a visual language and does not have a written form. In addition, ASL is not to be voiced word for word in its source

grammatical form. When the visual language of ASL is required to be written, such as on a TTY, the resulting form of the language is called ASL Gloss. ASL Gloss should never be voiced verbatim. Only a person fluent in both languages (English and ASL) and interpretation has the skill level to voice ASL Gloss into spoken English or to type spoken English back to an ASL user in an English structure matching the register of the ASL Gloss.

**ASL Fluency** Identifies the ability to sign expressively and receptively in ASL in a fluent manner and to converse with an ASL user without the use of an interpreter.

**ASL Gloss** When the visual language of ASL is required to be written, such as on a TTY, the resulting form of the language is called ASL Gloss.

**ASL Translation by Default** All calls to Relay Nevada that are recognized as ASL calls by an operator trained to recognize ASL calls are to be translated/interpreted by a trained translator/interpreter or operator certified by Relay Nevada. Both users are to be informed that the ASL translator/interpreter is being summoned and shall have the right to refuse translation/interpretation any time during the call. Customer notes in their user preference profile also can indicate refusal.

**Average Time of Operator Interaction** The time from when the call reaches an operator station until the time the operator is on line and able to interact with, and accept dialing instructions from, the inbound caller in the correct mode.

**Awarded Vendor** The organization/individual that is awarded and has an approved contract with the State of Nevada for the services identified in this RFP.

**Baud Rate** A measure of transmission speed over an analog phone line.

**Baudot Code** The code set used in TTY transmission.

**Billable Minutes (Session Minute Basis)**

The time that will be billed to the State, constituting the time elapsed between when the incoming call is answered by the Communications Assistant at the TRS facility and continuing until the call is terminated by the CA at the relay center.

*Note: Session time for each individual call shall be recorded at least to the nearest tenth of a minute. When call times are added up at the end of each month, the total shall be rounded to the nearest minute. For example: 1.3 + 4.7 + 6.4 = 12.4 minutes total (rounded down to 12 for billing purposes). This total shall be the amount of time to be billed. Non-toll intra-state minutes are billed to the State. Inter-state, international or 800/888/877 calls are billed to the National Exchange Carrier Association (NECA).*

*The State recognizes that all intra-state (i.e., local, intra-LATA toll, intra-state inter-LATA toll) call minutes are billable to the State. The State also acknowledges that the shares of 800/888/877 not reimbursed by the NECA are*

*billable to the State. The State also acknowledges that Communications Assistant time associated with 900/976 calls is billable to the State.*

<b><i>Blocked Call</i></b>	Any call that arrived at the provider's switch but was not answered due to the customer receiving a busy signal or any call with a continuous ring and/or in queue (or any other form of holding a call that has reached the provider's network) for more than 90 seconds, while waiting for a Relay operator to be connected to the call and begin to interact with the calling party.
<b><i>CA</i></b>	Communications Assistant
<b><i>CDC</i></b>	The Communications Disabilities Council is the advisory board that oversees Relay Nevada and other deaf programs in the state of Nevada.
<b><i>CPU</i></b>	Central Processing Unit
<b><i>Call Setup</i></b>	The time period beginning when the call arrives at the provider's switch until an operator begins to relay the call.
<b><i>Call Wrap Up</i></b>	The time beginning when one party disconnects until the time both parties are disconnected.
<b><i>Called Party</i></b>	The outbound leg of a Relay call. The person being called by the inbound leg or calling party.
<b><i>Calling Party</i></b>	The inbound leg of a Relay call. The person placing the outbound call to the called party.
<b><i>Conversation Minutes</i></b>	Time when the operator is on line with both the inbound and outbound callers and is ready to begin processing the call until either the inbound or outbound caller disconnects the call.
<b><i>Department</i></b>	The Department Human Resources, also called DHR.
<b><i>Emergency Situation</i></b>	When an event such as a flood, major snowstorm, etc., or major catastrophe such as an extended power outage has rendered a Relay Center inoperative or inaccessible to employees.
<b><i>Evaluation Committee</i></b>	An independent committee comprised of a majority of State officers or employees established to evaluate and score proposals submitted in response to the RFP pursuant to NRS §333.335.
<b><i>FCC</i></b>	Federal Communications Commission
<b><i>Fluent</i></b>	The ability to write and speak easily, smoothly and expressively.



### ***Functionally Equivalent Products, Features and Services***

When the functionality of accessing a Relay product, feature or service does not require any additional steps preceding, during or after the use of the product or service than would be required on a direct phone call from the same number.

### ***Functionally Equivalent TRS***

Performance in a TRS call that substantially achieves the same result as a voice-to-voice telephone call by individuals who do not need TRS for effective telecommunications. Functionally equivalent communications must ensure efficient telephone calls that include equal: cost to consumers; call blockages no different than that experienced by voice-to-voice, non-TRS callers; choice of carriers for all types of long distance and toll calls; and real-time communications in transmission and reception of text and speech and technology, as it becomes available.

### ***Functionally Similar***

A process similar to, but not exactly the same as, the original process that is being manipulated. In the case of a Functionally Similar product, the similarities and differences are to be described in detail.

### ***HCO***

Hearing Carry Over relay service.

### ***Inbound Call***

The call placed by the party initiating the call into the Relay Center. Also known as the calling party.

### ***IP Relay***

Internet Protocol Relay. Text is typed on a computer accessing the Internet by a Relay Operator, who then places the outbound landline call to the called party.

### ***IVR***

Interactive Voice Response

### ***ITU***

International Telecommunications Union is a worldwide telecommunications standards-setting body.

### ***IXC***

Inter-exchange carrier

### ***LEC***

Local Exchange Carrier

### ***Local Time***

Time in the Pacific Time Zone as observed by the State of Nevada.

### ***May***

Indicates something that is not mandatory but permissible.

### ***NAC***

Nevada Administrative Code

### ***NPA/NXX***

The first six digits of a North American telephone number – the area code and exchange.

### ***NRS***

Nevada Revised Statutes

### ***Office***

Nevada Office of Disability Services

<b><i>Operations</i></b>	The awarded vendor's division or department that has responsibility for the technical operation and the processing of calls at the Relay Center that includes, but is not limited to, operators and supervisors.
<b><i>Outbound Call</i></b>	The call placed from the Relay Center to the party being called by the inbound caller. Also known as the called party.
<b><i>P.01</i></b>	The standard upon which blockage is measured, amounting to the one call in one hundred being blocked.
<b><i>PDA</i></b>	Personal Digital Assistant
<b><i>POC</i></b>	Point of Contact
<b><i>PSE</i></b>	Varieties of signing used by deaf and hard-of-hearing people who combine certain elements of both ASL and English.
<b><i>PSAP</i></b>	Public Safety Answering Point
<b><i>PUC</i></b>	Public Utilities Commission
<b><i>Relay Nevada Call</i></b>	An inbound call initiated by a Nevada resident, or an outbound call to a Nevada resident, by accessing any of the Nevada toll-free numbers, regardless of the Relay Center that actually processes the call.
<b><i>Regionally Directed Toll Free Number</i></b>	An outbound line that receives an inbound ANI and directs the call to a specific location.
<b><i>RFP</i></b>	Request for Proposal - a written statement that sets forth the requirements and specifications of a contract to be awarded by competitive selection (NRS §333.020(7)).
<b><i>RID</i></b>	Registry of Interpreters for the Deaf
<b><i>Session Minute</i></b>	The period that includes the time the operator is dedicated to the call until the time the operator is disconnected from both parties. This period shall include the set-up and wrap-up time of the call.
<b><i>Shall/Must</i></b>	Indicates a mandatory requirement. Failure to meet a mandatory requirement may result in the rejection of a proposal as non-responsive.
<b><i>Should</i></b>	Indicates something that is recommended but not mandatory. If the vendor fails to provide recommended information, the State may, at its sole option, ask the vendor to provide the information or evaluate the proposal without the information.
<b><i>SS7</i></b>	Common Carrier Signaling System 7. SS7 is capable of accommodating both high-speed digital networks and low-speed analog facilities.

<b><i>Standard Phone</i></b>	Telephonic device used in standard voice-to-voice calls that does not require additional equipment or accommodations.
<b><i>State</i></b>	The State of Nevada and any agency identified herein.
<b><i>STS (Speech-to-Speech)</i></b>	Speech-to-Speech provides an operator to voice clearly for customers with speech that is not easily understood over the phone.
<b><i>Subcontractor</i></b>	Third party, not directly employed by the vendor, who will provide services identified in this RFP. This does not include third parties who provide support or incidental services to the vendor.
<b><i>Supervisor</i></b>	Person designated by the awarded vendor to supervise operators or other personnel at the Relay Center.
<b><i>2-Line VCO</i></b>	<p>The capability to allow a deaf or hard-of-hearing customer to speak directly to the standard phone user via the Relay and to be able to receive responses typed in text by the Relay operator. This capability is particularly effective for deaf and hard-of-hearing customers who are able to voice for themselves. For deaf and hard-of-hearing customers who are able to hear to some degree, this capability allows them to hear directly what is being said by the standard voice user while still receiving those responses in text.</p> <p>Two separate telephone lines are needed to use this feature. One of those two lines must have three-way calling service enabled by the local telephone company. It is this line that enables the deaf/hard-of-hearing customer, standard phone user, and Relay operator to be connected together (conferenced together). On this line, the Relay operator listens to the conversation only and types what the standard phone user voices. The typing that is performed by the Relay operator is done on the other telephone line that is connected to the text device being used by the deaf/HOH customer (e.g., TTY computer). 2-line VCO users must be able to initiate or receive a 2-Line VCO call.</p>
<b><i>Translation/Interpretation</i></b>	Voice ASL Gloss into spoken English or type spoken English back to an ASL user in an English structure matching the register of the ASL Gloss.
<b><i>TRS</i></b>	Telecommunications Relay Service
<b><i>TTY</i></b>	Refers to TTY, TDD or any text device used for telephone communication.
<b><i>Will</i></b>	Expected or required.
<b><i>VCO</i></b>	Voice Carry Over relay service.
<b><i>Vendor</i></b>	Organization/individual submitting a proposal in response to this RFP.

***Verbatim Non-ASL Call***

The relaying of a call that includes all information typed or spoken to the other party without eliminating, re-phrasing or paraphrasing that information.

***Verbatim ASL Call*** The verbatim interpretation of a call involving two languages, ASL and English, done by a trained, qualified person. As stated above, only a person fluent in both ASL and English and interpretation has the skill level to voice ASL Gloss into spoken English or to type spoken English back to an ASL user in an English structure matching the register of ASL Gloss.

***Video Remote Interpreting (VRI)***

VRI is a commercial service for which an individual or company pays for interpreting services. The two end users, one using sign language and one who does not, are in the same room as with a standard interpreting situation. VRI is neither a State nor a federally subsidized service. VRI may use the same equipment and telephone networks as are used by VRS, but VRI does not have to follow TRS guidelines. VRI does not need to be transmitted by a telecommunication carrier to provide the service.

***Video Relay Service (VRS)*** A call is qualified as a VRS call when two lines are used, i.e., the same setup as a TRS call. VRS is a feature of TRS, just as STS is a feature, and is thus bound by TRS regulations that include two-line requirements. VRS focuses on particular needs of TTY and VCO users who know sign language.

Two separate lines mean that the caller (inbound party) and the receiver (outbound party) are using separate connections to communicate with each other. TTY and VCO users (VCO users may need two lines) who know sign language will be in front of a computer with video conference capacity (i.e., connected to a high bandwidth such as cable, DSL, T-1, T-3 or ISDN). The hearing person will be using a telephone set on a regular telephone line. Once connected by either party, the video interpreter (VI – similar to the Relay operator) will call the phone number or Internet Protocol address, and the telephone interpreting communication will result. The interpreter will listen to the voice on the telephone and then sign the information to the video user through his/her computer screen. The video user will sign to the interpreter, who will then voice what is being communicated to the hearing person that is using the telephone. The VCO user will speak directly to the hearing person on the second line but will watch the Video Interpreter sign back what the hearing person is saying.

***WPM*** Words Per Minute

3. **SCOPE OF WORK**

3.1. **MANDATORY REQUIREMENTS**

3.1.1. The relay system shall handle call procedures and traffic consistent with the essentials outlined in this section during the life of the contract. From experience, the length of outbound call time ranges between 4 to 5 minutes.

- 3.1.2 The relay system shall comply with the FCC's existing standards and regulations, including the Rule and Order released June 17, 2003 and including 47 C.F.R. 64.601 *et. seq.*, and such standards and regulations that may be required by the FCC after July 1, 2004.

Should new or increased standards be mandated during the contract term, the awarded vendor will notify the State at least 90 days in advance of implementation. Formal PUC approval of proposed cost increases may be necessary. For the balance of the contract term (option years included), the awarded vendor will bill the State only for the awarded vendor's incremental costs to implement the new standards. The awarded vendor will demonstrate how the costs charged to Nevada compare to those charged to other states under contract with the awarded vendor, and will disclose any increased costs being passed on to the awarded vendor by their subcontractors.

- 3.1.3 The awarded vendor shall meet, by required timelines, any applicable Nevada Public Utilities Commission (PUC) approval requirements and possible PUC tariff regulations. The PUC address is: Capital Plaza, 1150 E. William Street, Carson City, NV 89701-3109.
- 3.1.4 Toll-free access to Relay Center(s). The awarded vendor shall provide statewide service 24 hours a day, every day of the year, in accordance with system requirements and performance standards identified in the RFP and contract, through one toll free access number for TTY users and another toll free number for voice users.

The numbers used to service this RFP shall remain with the State. Current access numbers are: 800-326-6868/TTY and 800-326-6888/voice. The 711 access number points to the Relay Nevada voice number (800-326-6888).

The awarded vendor also shall provide a 24-hour, toll-free Customer Service number.

A separate toll free 800/888/877 number is highly desired for speech-to-speech and Spanish relay services.

- 3.1.5 Reliability standards of system design:
- a. Uninterruptible Power. Uninterruptible power for a minimum of 8 hours is required to support the switching system and peripherals that include CA consoles, terminals, work site and facility lighting, Call Data Record recording, air conditioning, fire suppression systems and heating.
  - b. Switching System. It shall include a redundant Central Processing Unit on "hot stand-by" to ensure that no calls are dropped due to processor failure; a full Maintenance and Administrative Terminal with keyboard, screen and printer capabilities; on-line system monitoring; real-time programming capabilities which will not take the system off line; an inventory of spare

critical components (to be defined by the awarded vendor) maintained on-site to ensure that the required levels of service are met.

- c. Intercept Messages. Intercept messages as appropriate shall be provided if a system failure occurs within the relay switch, relay center or on outbound circuits. Voice, Baudot and ASCII messages shall be provided. Intercept messages on inbound circuits may or may not be under the control of the awarded vendor. Minutes of use attributed to accessing these messages shall not be included in billable minutes.
  - d. Disaster Recovery Plan. The awarded vendor shall have and discuss a complete plan for dealing with all types of natural and man-made problems. If a major problem occurs, the awarded vendor shall contact the State's Contract Administrator **immediately**. The plan should detail the levels of escalation that will be employed to deal with the problem and to restore service.
- 3.1.6 Calls originating or terminating in Nevada. Calls must originate or terminate in Nevada to prevent relay costs being incurred by Nevada if non-Nevada residents want to access a Nevada relay service not available in their states.
- 3.1.7 Carrier of choice. Relay customers must be able to select their carrier of choice. Please explain any efforts that will be made to encourage inter-exchange carriers to interconnect with Nevada's TRS system.
- 3.1.8 Evaluation reports. The State reserves the right to establish an evaluation of Relay Nevada services or to require reports of service evaluations performed by the awarded vendor. The State also reserves the right to audit the awarded vendor of relay service to Nevada, at State expense, to assess compliance with any and all contract requirements.
- 3.1.9 Service startup. Vendors shall provide a plan to implement service including a timeline with critical dates for major steps in the process from Letter of Intent to the July 1, 2004 startup date and for the first year of service. Milestones must be outlined and detailed.

## **3.2 SYSTEM DESIGN AND MAINTENANCE**

- 3.2.1 Handling of Emergency Calls. Explain how, when relay users do not call the 911 system directly, the relay center will assist callers who want emergency assistance. Detail the call routing procedures and interaction between the CA and 911 dispatcher.
- 3.2.2 Local, intra-LATA toll, and intra-state inter-LATA toll calls originating or terminating in Nevada. Explain how these types of calls will be handled and, when necessary, explained by the CA to the caller.
- 3.2.3 Interstate and international calls. Discuss how these calls will be handled through Nevada's relay service.

- 3.2.4 No recorded message at the relay center. Nevada's relay advisory council (Nevada Telecommunications Council) and the State desire that recorded messages shall not be used at the relay center. Only a continuous ringing or busy signal should be used. Bidder shall explain if it has any problems handling calls in this manner.
- 3.2.5 Answer time. Relay service shall begin within 30 seconds from the time the call reaches the switch and generates computer or CA response at the relay center. The average daily answer time shall not exceed 3.0 seconds. Liquidated damages may be assessed for any day that answer time standards are not met. Time shall be sampled at least hourly and shall be measured and reported with daily and monthly averages.

Vendors shall describe how it will assure this level of response, which will be incorporated in monthly and annual reports to the Contract Administrator.

- 3.2.6 Call blockage. The awarded vendor's service system shall meet or exceed a P = .01 grade of service each month but must be monitored daily and must be reported to the Contract Administrator in accordance with traffic reporting requirements identified in section 3.2.8. Vendor shall explain how it defines blockage and how it measures blockage.
- 3.2.7 Capability of CAs to handle Spanish language calls 24 hours a day, 7 days per week shall be ensured. Spanish relay services shall be available in both Spanish to Spanish and Spanish to English.
- 3.2.8 Traffic reports. Monthly traffic reports shall be submitted to the Contract Administrator no later than the 21<sup>st</sup> of the month following that for which service was provided. The minimum reports shall include, but are not limited to, the following:
- a. Total monthly call minutes
  - b. Total monthly interstate call minutes
  - c. Total monthly international call minutes
  - d. Total interstate directory assistance minutes
  - e. Total toll-free assistance minutes
  - f. Total monthly minutes billed to the State
  - g. Total monthly invoice cost
  - h. Monthly number of inbound calls broken down by:
    - Total in queue
    - Total abandoned
    - Total answered
  - e. Monthly average talk time for inbound calls and average talk time by six-hour increments per day
  - f. Monthly average speed of answer of inbound calls by relay center answering Relay Nevada calls and broken down by six-hour increments per day
  - g. Monthly total of outbound calls
  - h. Monthly number of outbound calls is mandatory, broken down by each of the following:

- Completed
  - Busy
  - No answer
  - Local calls
  - Intrastate calls intra-LATA
  - Intrastate calls inter-LATA
  - Interstate calls originating inside Nevada
  - Interstate calls originating outside Nevada
  - International calls
  - General assistance calls
  - Directory assistance calls
  - Toll-free 800/888/877 calls
  - 900/976 access calls
  - Voice calls in English and their percentage of monthly total calls
  - Voice calls in Spanish and their percentage of total monthly calls
  - TTY calls in English and their percentage of monthly total calls
  - TTY calls in Spanish and their percentage of monthly total calls
  - ASCII calls and their percentage of monthly total calls
  - Hearing carryover calls to hearing carryover calls
  - Voice carryover calls and their percentage of monthly total calls
  - VCO to VCO calls and their percentage of monthly total calls
  - Speech to speech calls and their percentage of monthly total calls
  - Spanish to Spanish calls and their percentage of monthly total calls
  - Spanish to English and English to Spanish calls and their percentage of monthly total calls
- i. Monthly average time length of outbound calls leaving the relay center is mandatory, reported by the following type of call:
- Voice
  - TTY
  - ASCII
  - VCO
  - VCO to VCO
  - Speech to speech
  - Spanish to Spanish
  - Spanish to English/English to Spanish
  - Other (please identify what else your system is able to track)
- j. Daily NPA-NXX TTY and voice calls by originating prefix is desired
- k. Monthly average call handling time including:
- Number of seconds for call setup and call wrap-up
  - Talk time in minutes and seconds between end users
- l. Average blockage rate by month, with supplemental reports showing total number of inbound calls per day and number of inbound calls blocked per day (see section 3.2.6).
- m. Monthly average number of outbound calls by weekday and by weekend days
- n. Complaints received by month, with a supplemental report identifying the types of complaints.
- o. Other reports as may be required.



- 3.2.9 Upgrades in technology. The Contract Administrator should be apprised by the awarded vendor of its technological improvements affecting relay that the State may want to incorporate into Relay Nevada.
- 3.2.10 Access to audiotext, interactive voice response units and answering machines. When any of these are utilized, their speed can be a problem for CA processing of relay calls. Vendors shall describe if, and how, they can capture any or all of these types of verbal communications to enable their being received and transmitted accurately by the CA.
- 3.2.11 Voice carryover (VCO) and hearing carryover (HCO). Vendors shall provide a brief description of how they provide these services in all their various forms and in compliance with FCC guidelines. Describe how VCO and HCO are explained to end-users.
- 3.2.12 Spanish Relay. A description shall be provided about how this service is handled and explained to end-users.
- 3.2.13 Gender identification. Nevada desires that Communications Assistants identify their gender at the start of the call. If this protocol is not established, explain the process of how callers may request that a male or female CA process their calls when they reach the relay center.
- 3.2.14 Access to regionally restricted 800/888/877 numbers and pay-for-service numbers. The awarded vendor shall provide access to regionally restricted 800/888/877 numbers, business offices of local telephone companies that have special prefixes, and pay-per-call telephone numbers such as 900 and 976. Describe how this will be accomplished.
- 3.2.15 Vendors shall discuss how their procedures for handling cellular and other communications and how they will be billed.
- 3.2.16 Call fluctuations. Vendors must have the capability to meet potential long-term increases in call volume and short-term “spikes” of increased calls. Describe and detail how such long-term increases will be handled as well as unanticipated surges in traffic.
- 3.2.17 Vendors shall explain if coin-sent paid calls from pay phones can be handled through their system.
- 3.2.18 Directory assistance. The awarded vendor shall provide callers with access to local and long distance directory assistance. Local assistance must be billed to end users at the same rate that would be billed by the local company directly servicing the end user. Long distance calls must be billed at the provider’s tariffed rate or at the rate of the carrier used for the long distance directory assistance call. Vendors shall briefly describe how this service will be provided and billed to end-users.